

SCUTTLEBUTT



A Word from the Commanding Officer

Shipmates,

You're due for a midterm update on our progress in addressing matters you brought to our attention through the Command Climate Survey back in July. Recapping, you'll recall that nearly 52% of our 2,200+ employees participated in the online survey. Your turnout and candid responses gave our Board of Directors and me good insight into what you like and don't like about working at Naval Hospital Camp Lejeune, and I summarized my impressions of your responses in the August issue of our "Scuttlebutt" newsletter.

Specifically, the survey indicated our command is mostly free of workplace discrimination and harassment of all kinds, that you think we have credible and effective programs for preventing discrimination and harassment from happening, and that you trust our processes for reporting and dealing with workplace grievances in the rare instances when they occur. In addition, I highlighted five areas that struck me as needing increased attention. They were, in no particular order, (1) simplify timekeeping, (2) too much online training, (3) the desire for more information about supervising civilian staff, coupled with a perceived lack of educational and career development opportunities for civilians, (4) uniform matters for active duty, and (5) the desired for more morale and team-building events.

In the weeks and months that followed, our Command Assessment Team tried in vain to drill down on these issues, and others, via focus groups and other means. However, we were never able to get the robust participation we were seeking from you to get specific and actionable information. Even without the sought-after granularity, however, we designated Board members to champion process improvements for the five areas mentioned above. Here's a summary of the progress we've made in those areas.

Simplify timekeeping. We are committed to replacing the 1950s era timecards with the Kronos electronic timekeeping system. We plan to pilot Kronos with our contracted civilian staff beginning in January, tweak it where we need to, and then transition Federal Civil Service employees over to Kronos several months later. We intend for Kronos to replace both timecards and SLACADA entry; however, we can't make that promise until after we're into the pilot.

Too much online training. Amen. This is a common complaint in Navy Medicine, indeed, across the entire DoD. We're working with higher headquarters to try and eliminate unnecessary training. Short of that, we've creatively modified curricula where we can to make it more effective, such as the SAPR training that was so well received, despite the redundancy. In addition, we were able to simplify things somewhat by adopting the

Performax system, with its individualized modules based on skill types. In other words, the training is customized to meet the specific needs required by a learner's job. Doctors take training tailored for doctors, nurses take training for nurses, and corpsmen and technicians take training designed for them. In addition, while we haven't obtained permission to eliminate any training yet, we've at least made it easier to find by placing all the URLs on the Staff Education And Training (SEAT) Sharepoint. Finally, we're in the process of developing monthly "fairs" or "rodeos" on the quarterdeck, in the galley, or in other similar areas. Training stations will be set up with poster presentations, videos, and live presentations and demonstrations covering the required learning objectives. After visiting a station, you'll swipe or scan your CAC card to get credit for the training. This entire area is still a work in progress.

More information about supervising civilians. We had this topic included in the Department Head training course scheduled for early October. Unfortunately, the course was canceled due to the government shutdown. We are rescheduling the Department Head training course for the spring, and we're scheduling a course in January about supervising civilians. Stand by for more details about both courses.

Leadership and career

See **CO** on page **3**

On the Front Cover: *The Seal of the U.S. Navy sits atop an easel at a ceremony in downtown Jacksonville, NC.*

On the Back Cover: *HM2 David Snow, NHCL's Junior Sailor of the Year, represents the U.S. Navy during a ceremony at the Freedom Fountain in downtown Jacksonville, NC.*

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Scuttlebutt is an authorized publication for Marines, Sailors, retirees and family members. It's contents do not necessarily reflect the views of the U.S. Government, the DOD, or the Naval Hospital Camp Lejeune Public Affairs Office. Questions or comments can be directed to the Editor-in-Chief, phone 450-4463, or the Managing Editor, phone 450-3914, or by email at nhclpao@med.navy.mil.

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development opportunities for civilians. We're still researching this topic, and progress was impeded by the furloughs and the shutdown. In the mean time, we'll make a concerted effort to include more civilians in the leadership and professional development training we offer our active duty Sailors. In addition, a number of colleges and universities offer a wide range of undergraduate and graduate courses for healthcare professionals through the Camp Lejeune Education Center, as well as traditional business and management courses. We will conduct an education fair at the hospital in the spring, or you can visit the Education Center for more information.

Uniform matters. As a result of last year's survey, I authorized wearing the Navy Working Uniform (NWU, Type 1) in lieu of the Navy Service Uniform (NSU) on most days for most people. The NSU remains the prescribed uniform on Fridays for almost everyone. (Service Khaki for officers and CPOs.) We received several requests on this year's survey to wear the NWU with the sleeves up. There is no Navy wide policy regarding NWU sleeves up or down, and Navy Uniform Regulations allow for regional commanders to use their discretion with this variation. After consulting with our Chiefs Mess and our First Class Petty Officer Association, I'm going to stick with our "sleeves down" policy. Not only do I personally think it's the right thing to do for safety, it keeps us aligned with Marine Corps Orders that generally require tenant commanders from other services to align their policies with USMC policies to the greatest extent possible. On related requests to reduce the number of uniforms needed on duty days, we no longer require Service Dress Blue (winter) or Service Dress White (summer) on a daily basis for participants in morning and evening colors ceremony. Finally, we're also looking at expanding the clinical areas where scrubs may be worn. Part of my hesitation here is to maintain our "branding" as a Navy hospital. With more than 50% of our workforce being civilian Sailors, I think it's important to remind our patients and our non-active duty staff that we are proud of our Navy heritage and that we have deep Navy roots. One easy way to do this is for those of us on active duty to proudly and properly wear our Navy uniforms.

More morale and team building events. We have been working overtime to up our game here. We initiated "birthday shout outs" and have been holding near-festive diversity

celebrations almost every month. In addition, we recently opened a Navy ship's store and gift shop with a growing line of USN and NHCL logo wear and decorations. We held a staff appreciation day in the spring, a terrific Hospital Corps Birthday Ball in June with over 500 attendees, and a well-attended Navy Birthday Ball just last month. Several directorates have started holding team building and family days, most recently the Directorate of Branch Clinics.

We encouraged wearing pink tee shirts for Breast Cancer Awareness Month and allowed Halloween costumes just last week. Active duty and civilian staff from every department in the hospital and our clinics participate on our softball, soccer, ultimate Frisbee, football, and powder puff football team. Our Chiefs Mess, First Class Petty Officer Association, and Junior Enlisted Association sponsor events for their members throughout the year, as does the Family Readiness Group. And our officers and senior civilians have transformed our Wardroom into one of the most active and spirited wardroom's I've seen in my 32 years as an officer. I'm especially proud of what our Coalition of Sailors Against Destructive Decisions (CSADD) does to promote a series of fun and safe events, such as last week's dodge ball tournament.

Finally, we're ramping up now for the Christmas holiday season, which will see our annual staff Christmas party at the Swansboro Rotary Club on 7 December, followed by our Christmas party for children on the hospital compound on 14 December.

Thank you for providing the input, principally through the Command Climate Survey, that allowed us to make so many process improvements in such a short period of time. The Command Assessment Team will continue to monitor our progress and provide periodic updates. In the mean time, please let department heads, directors, the XO or me know if you have other recommendations.

Very Respectfully,

CAPT David A. Lane, MC, USN
Commanding Officer
Naval Hospital Camp Lejeune

Upcoming Events

Naval Hospital Camp Lejeune Welcomes Herschel Walker

Mr. Walker will speak at the Naval Hospital Quarterdeck beginning at 9 a.m. Monday, Nov. 25. After his presentation he will be available for pictures and autographs.

Naval Hospital Camp Lejeune Holiday Tree Lighting

The event will begin at 12 p.m. Friday, Dec. 6 at the Naval Hospital Quarterdeck.

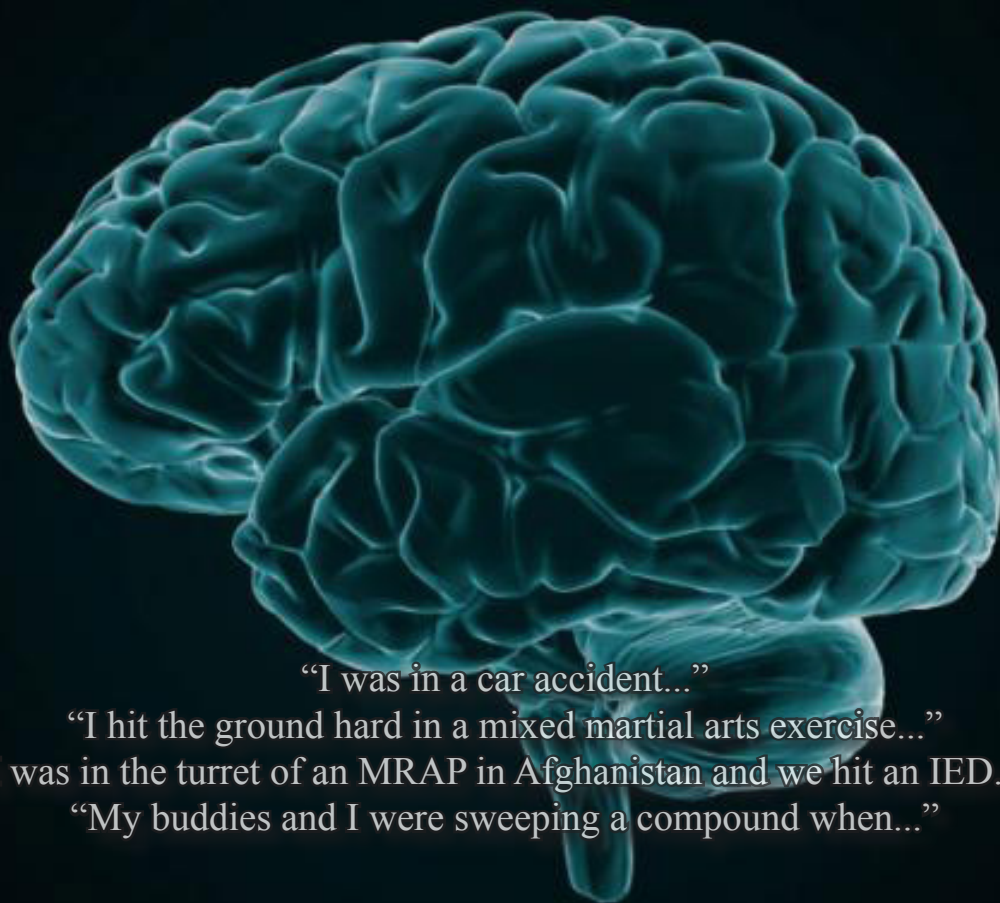
Naval Hospital Camp Lejeune Holiday Party

The event will begin at 6 p.m. Saturday, Dec. 7 at the Swansboro Rotary Club located at 1104 Main Street Extension, Swansboro, NC.

Naval Hospital Camp Lejeune Children's Holiday Celebration

The event will begin at 12 p.m. Saturday, Dec. 14 in the Naval Hospital Galley.

Intrepid Spirit Focuses on Treating TBI



By Joyce Wagner
Intrepid Spirit

Whether it's a concussion from a motor vehicle accident, a sports injury, a mortar round, or an IED blast, the Intrepid Spirit, Camp Lejeune's concussion recovery center brings the latest evidence based treatments in western medicine, complementary and alternative medicine and mind-body skills directly to active duty service members to help them put their lives back together.

The Intrepid Spirit's interdisciplinary teams combine medicine, psychology, cognitive, occupational and physical therapies to help service members return to the highest level of function after their injury.

Commonly called mild traumatic brain injury (mTBI), physicians have discovered it's not so mild after all. Caused by a bump, blow or jolt to the head, a concussion can affect the way the brain normally works. Symptoms can range from headaches, dizziness and insomnia to loss of balance, memory loss, inability to concentrate, personality changes and hormonal imbalances affecting almost any system in the body.

Treatment begins as soon as the patient enters the front

door--as the building with its curved walls, large windows and calming decor, uses architectural principles to promote physical, mental and emotional healing.

The program begins with a "Tell Your Story" meeting in which the service members explain to their interdisciplinary team what happened to them. Then they are seen by each of the different specialists on their treatment team to evaluate every aspect of their physical, mental and spiritual health. Once this is completed, an individualized treatment plan is designed by the team which includes the service member to meet the service member's particular goals and to promote wellness.

"Every human being is unique," said Capt. Thomas Johnson, neurologist and Intrepid Spirit director. "Our approach to treatment is to work with the service member to discover what he or she wants to achieve in life and help them meet their goals by relieving symptoms and partnering with them to achieve their highest level of functioning."

The Intrepid Spirit is one of six concussion recovery centers donated to the Department of Defense with funds raised by the Intrepid Fallen Heroes Fund (IFHF). The center commemorated its opening on Camp Lejeune with a ribbon cutting ceremony, Oct. 2.

NHCL Celebrates Two Year Anniversary of REACH Program for Wounded, Ill and Injured Service Members

By Anna Hancock
NHCL Public Affairs

Naval Hospital Camp Lejeune (NHCL) celebrates two years since the implementation of a one-of-a-kind program that trains war fighters for health care careers, marking the anniversary with a ceremony Nov. 4. NHCL introduced the Bureau of Medicine and Surgery's (BUMED) Reintegrate Educate & Advance Combatants in Healthcare (REACH) program in Nov. 2011 and is the most successful program in Navy Medicine.

REACH targets Marines and Sailors with a strong likelihood of receiving a 30 percent or more disability rating based on DoD or VA standards. The program is founded on mentorship, and fosters training, education advising, career coaching, and career experience through part-time employment. While transitioning from active duty to a civilian health care career, the REACH program mentors and provides on-the-job training to service members throughout the duration of



U.S. Navy photo by Hospitalman William Cagle

their education program. After separation from active duty, and upon graduation or certification from their educational program, REACH works to place the student in Federal civilian health care careers.

More than 20 REACH program participants, or students are currently enrolled in NHCL's REACH program. NHCL offers opportunities to train in almost every area of the hospital, and volunteer mentors have given more than 25,000 hours of volunteer support to Marines and Sailors going through the program since its inception. REACH is implemented in three naval medical centers and one additional naval hospital.

"REACH is designed to provide support to the wounded, ill, and injured service member throughout each step of the member's separation from the military and reintegration into civilian life," said Kevin Kesterson, NHCL's REACH program career coach. "The program is all about gaining skills and gaining experience and going to school. Many view it as their way to help other Marines and Sailors they fought next to."

NHCL Focuses on Women's Health

By Hospitalman William Cagle
NHCL Public Affairs

In support of Breast Cancer Awareness Month, Naval Hospital Camp Lejeune (NHCL) promoted a women's health initiative during the month of October. The peak of the initiative came in the form of the hospital's "Mammoth" from Oct. 21 through Oct. 24.

The "Mammoth" was directed to urge female service members, spouses and family members to pay close attention to their health, and to offer mammogram screenings to TRICARE eligible beneficiaries, 40 years of age and older.

"It can be hard for women to focus on themselves, they tend to put their families needs first, which is a good reason why we do this, to cater to patients who put themselves on the back burner, to be able to walk in anytime and be seen" said Lt. Cmdr. Vincent Champion, radiologist.

According to the Bureau of Medicine and Surgery's (BUMED) website, nationally at least one woman is diagnosed with breast cancer every three minutes, and one woman dies of this disease every 13 minutes. Statistics also show that one in

every eight women will develop breast cancer at some time in her lifetime.

Champion explained that women should conduct annual screening tests, such as self-breast exams, monthly after the age of 20. Women age 40 and above should receive annual mammogram exams during their annual checkups.

While conducting a self-breast exam, women should watch for the following: lump or mass in the breast; changes in the breast size, shape, skin texture or color; skin redness or scaliness; dimpling or puckering within the breast; nipple changes or discharge; and the nipple pulling to one side or a change in direction. BUMED also states that women that perform self-breast exams find 90 percent of all breast masses.

Another preventive measure is regular exercise four or more hours a week. This will decrease estrogen levels and help shed excess weight, lowering the risk of breast cancer. Preventative measures and early detection are the best defense a woman has against breast cancer.

"If you can detect lesions early, you can treat them earlier, faster, better and have better outcomes, and that's what we're all about," said Champion.

"It can be hard for women to focus on themselves, they tend to put their families needs first"

- Lt. Cmdr. Champion

NHCL Takes Home 3 AMSUS Awards



Photo Courtesy of Capt. David A. Lane

Capt. David Lane (Left) and Cmdr. Michael Kuhn show the AMSUS facility, rehabilitation, and physician award plaques they received at AMSUS' annual meeting in Seattle.

By Anna Hancock
NHCL Public Affairs

Naval Hospital Camp Lejeune (NHCL) took home three of the top honors at last week's Society of Federal Health Professionals annual meeting in Seattle, Wash., winning the award for facility based healthcare, rehabilitation, and the physician award. NHCL was the only organization to win multiple AMSUS awards in 2013 signifying NHCL is among the best in all of Federal health care.

The Society of Federal Health Professionals, commonly known as the Association of Military Surgeons of the United States (AMSUS), was chartered by Congress in 1903 to advance the knowledge of healthcare within the federal agencies and to increase the effectiveness of its members. It is dedicated to all aspects of federal medicine – professional, scientific, educational and administrative, according to its website. Each year, AMSUS calls for nominations to earn the prestigious national awards in a competition between all Department of Defense and Department of Veterans Affairs health care organizations.

"Earning these awards is a testament to the dedication by all hands to our 'mission first, people always,' philosophy," said Capt. David A. Lane, (Dr.), NHCL's commanding officer. "The facility award signifies that we make quality job number one for every patient, every day, and the rehabilitation award is recognition of the outstanding services NHCL provides every day to wounded, ill, and injured Marines and Sailors."

NHCL earned the 2013 Facility Based Healthcare

(Hospitals & Clinics) Award for the innovative programs that improved care and brought readiness, value and jointness to Camp Lejeune, and enhanced operational readiness for the Marine Corps units stationed in the Lejeune area. The 2013 Rehabilitation Award was based on returning more than 85% of wounded, ill, or injured Marines and Sailors to full duty.

Capt. Lane continued to note how Cmdr. Michael Kuhn, NHCL's senior orthopedic physician, earned the 2013 Physician Award for his groundbreaking efforts that brought cutting edge autologous cartilage graft implantation surgery to NHCL, allowing an increased number of Marines to return to active duty pain free.

Marking an unprecedented year for growth and development, NHCL added more than 110,000 square feet of facility space, while internal renovations continued throughout 2013. Included in the construction and renovation efforts were two hospital wings, a state-of-the-art physical therapy area, a special care nursery and an Intrepid Spirit Concussion Recovery Center, both of the latter additions were a first in Navy Medicine and Eastern North Carolina. All efforts contributing to NHCL's four major service areas, "Bones, babies, brains and board certified Family Medicine physicians," making the command a qualified competitor within the realm of federal health care facilities.

"These awards represent years of dedicated work by so many of our active duty and civilian doctors, nurses, corpsmen, technicians, and assistants," noted Lane. "Tangible examples of what it means to be the medical center of choice."

Health Promotion Dept Prepares for Great American Smokeout

By Arleta Brehm
Health Promotions

Tobacco usage is the single largest preventable cause of disease and premature death in the United States. Despite this statistic, one in five Americans smoke cigarettes. The American Cancer Society's (ACS) Great American Smokeout encourages tobacco users to quit for the day, and ultimately quit forever. Held on the third Thursday in November each year, the Great American Smokeout is observed in nearly every large city in the United States.

The California Division of the American Cancer Society, held the very first Great American Smokeout on November 18, 1976. At this event, nearly one million smokers quit smoking for the day. The following year, the program officially became a nationwide event and is celebrating its 37th year.

The ACS Great American Smokeout has changed dramatically since its inaugural year. Throughout the years, the Great American Smokeout has provided awareness for both smokers and non-smokers primarily focusing on the act of quitting smoking. The ACS Great American Smokeout has also supported the major law reforms regarding tobacco usage in public that are implemented today.

The Naval Hospital Camp Lejeune Health Promotion and Wellness Department will actively promote the ACS Great American Smokeout on November 21, 2013. John Swett, Health Educator and Tobacco Cessation Program Coordinator for the NHCL, will be traveling to Lejeune High School to promote tobacco education and awareness for the students aboard Camp Lejeune schools on November 21, 2013.

"Teens are being exposed to and experimenting with tobacco products at alarming rates" states John Swett. According to a North Carolina Public Health survey conducted in 2011, approximately 22.5% of high school students reported using tobacco.

NHCL's Tobacco Cessation Program is available to all DOD ID cardholders and Civil Service employees. There is a wide range of help available for those who want to quit smoking. Classes are conducted in four consecutive sessions offered for your convenience both during the day and in the evening hours. Pharmaceutical options are available to use in conjunction with these group sessions. Individual consults are also available upon request, please contact 451-3712 for more information.

Experience Committee: Cultivating Relationships that Deliver Quality Care

By Karem L. Alvarez
Red Cross

A trip to the hospital for you or your family member can produce many different experiences. Knowing that each interaction you have with our healthcare team shapes your view of the quality and care we provide, Naval Hospital Camp Lejeune (NHCL) has identified an opportunity to improve the entire hospital experience for our patients. We recognize that our staff is the cornerstone for strengthening our care delivery and efforts are being made to cultivate a healthier work environment.

NHCL implemented the Experience Committee "to empower patients and staff to give, deliver, and receive quality care", said Cmdr. Kimberly Taylor, Chief Experience Officer. "Inspiring people is sometimes difficult to do as things change constantly. Although we are continually bombarded with complexities, our mission is to cultivate relationships that focus on engaging, empowering, and enabling staff and patients to elevate excellence throughout the organization", she added.

Whether a patient comes to NHCL for surgery or to pick up a prescription, the goal is to make them feel valued and welcomed. The experience is not limited to the relationship between patient and provider. It goes beyond the medical interaction. NHCL experience shall also express positive energy linked to an emotional and visual welcoming appeal. Therefore, NHCL renovated areas are exhibiting a fresh modern look and patient friendly layouts that are soon to include *NV3 technology* charging stations for personal mobile devices and *Navigo Wayfinder* (directional map) digital screens that tell people where to go. *NV3 technology* charging stations will be conveniently

located in five locations, including Emergency Room waiting area, Quarter Deck, first and second level outpatient wing, and surgical waiting room. Wi-Fi access is among the Committee's on-going projects, but it's uncertain to say when it will be available because of the nature of infrastructure and equipment required.

Developing a trusted relationship with those receiving care at NHCL is vital to positive health outcomes. The Experience Committee has launched the *Empowered Patient Checklist* to serve as a tool to enhance communication during the medical visit. When a patient has the right information and uses the checklist as a guide, their partnership with their healthcare provider is strengthened. This checklist provides questions which promote the sharing of healthcare information and supports patient engagement with understanding their medical condition, treatment plan and expected outcomes.

"We are strategically developing and identifying ways to positively impact experience, satisfaction, and outcomes", said Taylor. The pressure to excel in service and patient care is higher now that NHCL has increased its capacity to accept more than 6,500 new patients. The Experience Committee is focusing its efforts on creating an atmosphere where people want to be part of it. Currently, the Committee is in a "redefining process" moving toward the completion of past projects that are still valid and evaluating new ideas that are complimentary to what has been already defined.

"The key element to moving in this direction is by supporting our vision of ensuring strength through caring", concluded Taylor.

